

MICHIGAN LEGWORK

DEPARTMENT OF LABOR & ECONOMIC GROWTH

MARCH 2007

Changing of the Guard

Director Swanson Retires; Director Cooley Takes the Helm

THE BEGINNING OF March marked a new era as DLEG staff said farewell to one director and welcomed another.

Bob Swanson, who was appointed as director by Governor Jennifer Granholm in May 2006, retired effective March 2. Prior to his appointment as director, Swanson served four months as acting director following the departure of former DLEG director David Hollister. From 2003 to 2006, Swanson served as a DLEG deputy director, coordinating and directing various agencies within the department.

During his tenure at DLEG, Swanson oversaw implementation of several of the Governor's key economic transformation initiatives, including:

- Placement of 30,000 workers into jobs through the MI Opportunity Partnership;
- Streamlining of permitting and licensing through the Michigan Timely Application Permit Service (MiTAPS);
- Launch of the 2006 Cool Cities Grants and Planning Program; and,
- Administration of more than \$30 million in U.S. Department of Labor investments in regional development through the Workforce Innovation for Regional Economic Development (WIRED) program.

Swanson also served as director of finance for the city of Lansing from 1995 to 2002 and staff director of the House Committee on Taxation for the Michigan House of Representative from 1986 to 1994. Swanson has more than 33 years of state and local government service since he first became employed by the State of Michigan with the Department of Treasury as an economic analyst in 1973. He obtained his political science bachelor's degree and master's degree in history from Michigan State University.

In his retirement, Swanson plans to play golf and spend time with his family.

Earlier this year, Governor Granholm announced the appointment of **Keith Cooley**, Chief Executive Officer of Focus: HOPE in Detroit, as director of DLEG. Cooley officially began his duties Monday, March 5.



Director Cooley and Director Swanson.

Cooley brings a wealth of experience in diversifying the workplace, establishing education and training programs and workplace management programs. Cooley was previously the chief executive officer of Focus: HOPE, a civil and human rights organization in Detroit that is nationally known for its programs designed to overcome racism and poverty. Focus: HOPE offers education and training in the areas of manufacturing, engineering and information technology that have helped thousands of minorities and women establish careers and attain financial independence.

Cooley began his professional career as an experimental physicist with General Electric Corporation. For over 20 years, Cooley was employed by General Motors where he held several positions for the company, including director of strategic planning for GM corporate communications. He later joined Motorola Corp. as director, Telematics International Sales.

IN THIS ISSUE:

- 2) Director's Message
- 3) OMT Wins Telly
- 4) Swanson Farewell
- 5) Q&A with Levin
- 7) Susan Corbin
- 11) Gov. Visits MCTI



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PLEASE NOTE:

Kathy Fagan is the new editor of LEGwork. Contributors are asked to submit articles for future issues to:
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or fax them to:
(517) 241-1580.



A Message from the Director

It is a great honor for me to begin serving as the director of the Department of Labor & Economic Growth, following the footsteps of Bob Swanson. As the chief executive officer of Focus: HOPE, nothing was more important to me than making sure men and women got jobs that provided living wages and superior prospects for the future. Now, I'm taking the helm of an organization whose mission is to promote economic and workforce development, stimulate job creation, and enhance the quality of life in Michigan. This is a pretty tall order, but it's a challenge I welcome!

Of course, the strength of any organization lies in its people. I've already had a chance to meet many of you and it's very apparent that DLEG is made up of extremely talented, hardworking folks who care deeply about their work and serving the citizens of Michigan.

Many of you may have heard me say that I ask a lot of questions. I have a great deal to learn and believe there is no such thing as a "stupid" question! So don't be surprised if I poke my head in your office one day to ask about your role in DLEG. And likewise, I want you to feel free to ask me as many questions as you'd like. I look forward to getting to know all of you, and I want to thank you in advance for helping to make this transition period as smooth as possible.

When Governor Granholm approached me about the DLEG director position, she made it clear how critical this department is to Michigan's future. Through initiatives like No Worker Left Behind, Accelerated Health Professional Training, and the MI Opportunity Partnership, DLEG continues to focus on diversifying Michigan's economy and preparing workers with the skills they need for 21st century jobs. And please remember that elements of these initiatives touch every bureau and agency under the DLEG umbrella.

I am disappointed that we won't be having a State of DLEG meeting this spring. But at this crucial time in our state's history, our actions must reflect a passion for its longer-term sustainability. If we are able to hold it at a later date, we will. In the meantime, I will continue to communicate regularly with you via email, the DLEG intranet and this newsletter.

I want to thank former Director Swanson for helping me get acclimated during my first week on the job. He epitomizes the best in public service and he will certainly be missed. However, I'm excited to be assuming leadership of this very powerful organization, and I look forward to working with all of you to continue developing initiatives, expanding in new directions, and accomplishing great things as we move into the future.

Sincerely,

Keith W. Cooley



Detroit DLEG Staff met with Director Cooley at a reception at Cadillac Place on March 8.

Mary Ann Miller Passes On

We are saddened to report that Mary Ann Miller in the Enforcement Division of the Licensing Bureau passed away March 5.

Prior to some reorganization several years ago, Mary Ann worked under Paula Mitchell and had friendships with personnel within other areas of SOAHR, Worker's Compensation (hearings for both areas were once conducted in Okemos), and the Bureau of Health

Services now in DCH (that was once a part of a central Bureau of Professional and Occupational Regulation).

Mary Ann was a resident of Eaton Rapids and is survived by her husband Ronald Kunce, son Joseph Miller, and a brother, Steve Cash. She will be greatly missed by her friends and co-workers.

Office of Media Technology Recognized for Excellence in Video Production

Congratulations to the Office of Media Technology (OMT), which has received Telly Awards for all three of its DLEG cable television programs.

"We are very proud and very humbled by the awards," OMT Director Dave Callanan said. "Personally, I am honored to work with such a great and talented team, not only the production team with whom I work on a daily basis, but also the many people who contributed to this success, both onscreen and behind the scenes."

The Consumer's Corner episode from June 2006 received highest honors, a Silver Telly Award. The program features then-Director Bob Swanson interviewing Henry Green, Director of the Bureau of Construction Codes about important things to remember when selecting a residential building contractor.

The Job Show for Teens—2nd Pilot Edition (Autumn 2006) received a Bronze Award. The program focuses on careers in health care (especially nursing and medicine/physicians) and features students from the Troy School District serving as correspondents. The YES Expo (Youth Engineering and Science) is also featured. The program carried a vignette on the collegiate perspective, and was produced at the University of Michigan's College of Kinesiology.

The Job Show Special Veteran's Day Edition (November 2006) also won a Bronze Award. The program features interviews with DLEG Veteran's Employment Representatives and includes an

abundance of great background video (b-roll) and interviews shot on location around the state.

Telly Awards are prestigious recognitions that honor local, regional and cable television commercials, programs as well as video and film productions. Productions are judged by professionals against a detailed set of criteria and extensive point system. More than 13,000 entries were submitted. OMT submitted four and one video is still being judged. Only 7 percent of the entries typically receive a Silver Award and about 17 percent receive a Bronze Award.

Winners of Telly awards range from local agencies and smaller production companies to multinational corporations, including Children's Miracle Network, Court TV, Cox Communications, E! Networks, Harpo Studios, Spike TV, Universal Studios Hollywood, and other worthy entrants, according to Dave Callanan, director of the OMT.

"We're very pleased to be in such good company, and are honored to have our hard work recognized," Callanan said.

In 2006, OMT received a bronze award for the production of the Bureau of Commercial Services' "Orientation" video.



OMT Staff Credits:

Dave Callanan, Director, OMT
Sue Willers, Media Production Specialist, OMT
Ken Elkins, Media Production Specialist, OMT
Steve Kline, Manager, Technical Services Unit, OMT
Nirva Civilus, Communications Rep, OMT
Veronica Armstead, Departmental Tech, OMT
Alison Rodgers, Graphic Arts Designer
Lynda Robinson, Communications Specialist, OMT
Debra Hill, Departmental Analyst, OMT

Show Credits — Consumers Corner

Lori Donlan, Acting Director, OMPR
 Executive Producer
Penny Davis, Former Media Analyst, BCC
BCC Inspectors for b-roll — John Tisdale,
 Senior Building Inspector and Kevin Kalakay,
 Senior Mechanical Inspector
Finance & Administration — Allan Pohl, Shirley
 Callahan, Christine Graham
Closed captioning — Communication Works of
 the Deaf, Inc.

Job Show — Veterans Special

Ron Ross — Veterans Employment Specialist,
 Bureau of Workforce Programs
 Associate Producer
Major Dawn Dancer — State Public Affairs
 Officer, Department of Military & Veterans
 Affairs, Associate Producer

1st Lieutenant Corissa Barton — Deputy Public
 Affairs Officer, Department of Military &
 Veterans Affairs, Associate Producer

Advisory Team — General Carol Ann Fausone,
 Terry Fobbs, Brenda Ely, Vicki Enright, Brenda,
 Njiwaji, Dave Marin, Yves Hamel, Jackie Gaiters,
 Kim Fulton

Finance & Administration — Allan Pohl, Shirley
 Callahan, Christine Graham

Special Thanks to — Selfridge International
 Air Force Base, Detroit Light Guard Armory,
 Michigan Institute of Aviation Technology,
 Pontiac Michigan Army National Guard Armory,
 Camp Grayling, Waterford Career Center
Special Thanks for Promotion — WPON 1460AM
 Veterans Hour Radio Show
Closed Caption Company — Communication
 Works of the Deaf, Inc.

Job Show for Teens — Advisors:

Maureen Kelly — Personnel Director,
 Troy Schools
 Lisa Hienze — Career Development Facilitator,
 Troy High School
 Nancy Zambardi — Career Development
 Facilitator, Troy Athens High School

Finance & Administration — Allan Pohl,
 Shirley Callahan, Christine Graham

Segment 1 Nurses: Student Correspondents —
 Mandy Hazergian and David Samuels-Troy High
 School — **Guests:** Laura Velzy RN, Nurse Recruiter
 Beaumont Hospital

Segment 2 YES Expo

Guest: Joshua Dawson—New Detroit Science
 Center, Sam Boroughs — Yes Expo Guest Speaker,
 Mike Despezio — Yes Expo Guest Speaker

Segment 3 Physicians: Student Correspondents —
 Ailene Lee, Troy High School, Jim Henshaw, Troy
 Athens High School — **Guest:** Barbara Saul D.O.,
 Family Physician, Henry Ford Hospital

What's Next featuring University of Michigan,

Kinesiology Program — **Advisors:** Kim Elliot,
 Megan Callanan — **Guest:** Ryan Stork, Jed Shein,
 Katy Jackson, Sarah Perry
Career Maps — Personal Chef
Student Correspondent: Evan Agnello, Troy High School
Special Thanks: Troy High School, Troy Athens
 High School, University of Michigan-Kinesiology
 Program, Beaumont Hospital, Henry Ford Medical
 Center, Michigan Technical University
Test Market Analysis Team — Office of Media
 Technology Staff

Closed Captioning — Communication Works for
 the Deaf, Inc.

Director Swanson's Farewell Reception



Director Swanson with his farewell cake.



The executive office staff gathers for a farewell photo:

From left: Sharon Bommarito, Marty Gibbs, Sparky Hutting, Director Swanson, Teri Cook, Rita Canady and Marcia Black-Watson.



The going away gifts included a plaque and a mini golf bag filled with golf gear.



OFIS Commissioner Linda Watters and newly named Deputy Commissioner of Policy Ken Ross stopped by to say farewell.



Director Swanson and Jim Donaldson of MEDC read the Governor's proclamation together.



Nearly 100 well-wishers attended Bob Swanson's retirement reception, held Thursday, March 1, at the Ottawa Building in Lansing.

Getting to Know Andy Levin

Q & A with the New Deputy Director

On January 22, Andy Levin joined DLEG as a deputy director. Andy is responsible for a number of DLEG areas, including Workforce Programs, Career Education, Labor Market Information & Strategic Initiatives, Michigan Rehabilitation Services, the Michigan Commission for the Blind, and the Michigan Commission on Disability Concerns. Andy's career includes stints at the national AFL-CIO, the U.S. Department of Labor, and the Presidential Commission on the Future of Worker-Management Relations, where he helped create programs and lead innovative policy campaigns to improve economic security for working families and create business-labor partnerships. A native of Berkley, Michigan, Andy is the son of U.S. Representative Sander Levin and the nephew of U.S. Senator Carl Levin.

1 You've been at DLEG for about two months now. Has it been what you expected?

It has not been that shockingly different from what I expected. This is such a big organization with so many important partners and stakeholders that there is a very steep learning curve. However, I expected that. So far, I'm enjoying it a great deal.

2 What's the hardest part of the job so far? The easiest?

The hardest part is the commute! Eventually, I'll spend part of my time in the Detroit office, because LMI and BER are based there and there are so many workforce projects and relationships in Southeast Michigan.

The easiest part has been falling in with the people who work in DLEG. People have been nice to me and very helpful as I learn the ins and outs of the department and its various bureaus.

3 Tell us about your previous work experience and how that fits in with your role here.

In the mid-90s, I worked at the U.S. Department of Labor, which is an interesting comparison — it's the federal equivalent of DLEG in some ways. I was a staff attorney at the Commission on the Future of Worker-Management Relations, which gave me great experience dealing with business and labor leaders, hammering out win-win scenarios. I spent over a decade working with AFL-CIO, so I have a great deal of experience bringing business and labor together around policy solutions.

First and foremost, I'm an advocate for workers. My number one responsibility here is to enact the Governor's vision to help every worker. There are lots of barriers, but we'll knock 'em all down.

4 Governor Granholm has clearly outlined a vision for workforce development and the future of Michigan's economy. What's your take on the proposed plan?

The reason she hired me is that she's not satisfied with where we are with workforce policy. No Worker Left Behind is a starting point, and it goes farther with free tuition for workers to get the training they need

than any other state in the country. However, she's restless and not satisfied with the status quo. My biggest challenge is to help her expand the vision as she wants, to challenge Michigan to be a national leader on workforce development. It's exciting — it shows confidence in DLEG. She wouldn't give this department such a big job if she didn't think we were capable of handling it. And I wouldn't have taken the job if I didn't think she was in the right place with the issues.

5 You're closely related to some pretty famous Michigan politicians. Have they offered you any advice since you started your new gig?

No. I talk with my dad or my uncle almost every day, but they haven't given me advice; however, I'm sure if I asked for it, they'd give it to me. I'll tell you one thing though — they both strongly advised me to take this job! My dad and uncle are both excited about me being here — they're both so committed to helping Michigan's workers and businesses — and we are looking forward to working together. Since most of DLEG's funding comes from Congress rather than the state legislature, and since both WIA and TAA are up for reauthorization, we have a lot of work to do with the Congress right now.

6 What's the thing you're most excited about here at DLEG?

I'm very impressed with the work pace and the work ethic of the employees here. It's a very professional

group of people. I think public employees get a bad rap in this country. I have just been very impressed with the quality of work that's produced here. I've greatly enjoyed working with everyone at all levels at the seven agencies I'm directly responsible for, and I'm also enjoying the executive office — it's a great team.

7 What do you consider your greatest achievement?

My family is by far my greatest achievement. They are everything to me. One of our routines has been that I would make the whole family a hot breakfast every morning. That has changed a bit since I started this job — I'm up and out the door before anyone else is even awake.



First and foremost, I'm an advocate for workers.
— Andy Levin

Getting to Know Andy Levin (Continued)

8 Tell us a little about your hobbies and/or personal interests.

My main hobby is the wilderness. I love canoeing, backpacking, snowshoeing, back country skiing... My last big getaway was a two-week trip to the Arctic National Wildlife Refuge before my daughter was born. I also enjoy ice hockey, and I do yoga. I have a master's degree in Asian Languages and Cultures, and have traveled in India, Asia, and Haiti.

9 Tell us about your family — wife's name/ occupation, kids' names/ages, etc.

My wife's name is Mary Freeman — we've been married going on 16 years. She's a teacher and has taught 5th and 6th grades, with a strong background in kids' literature. When we lived in Washington, D.C., she founded two nonprofit organizations — one was a program for at-risk girls, which is still going strong. The other was a new program that taught English as a second language to adults. However, right after she got that up and running, we moved back to Michigan.

I have three sons: Koby, who's 13; Saul, who's 11; Benjamin, who's nine; and a daughter, Molly,

who's 1½. All of the boys are very big in sports, including baseball, basketball, hockey, and skiing. For example, last Saturday we were at seven different sporting activities!

10 What is the name of the last book you read? How about the last movie you saw?

Last book — I'm currently reading *The Lay of the Land*, by Richard Ford. He was my freshman English professor when I was at Williams College and has since gone on to win the Pulitzer Prize for fiction. This is the third book in a series which is really his great achievement, in which he has created a sort of intellectual everyman of the American middle class.

Last movie — "The Lives of Others," which my wife and I saw together recently. It's really a great movie. I highly recommend it.

Welcome, Andy — we're excited to have you as part of the DLEG team, and we look forward to accomplishing great things together!



Michigan Rehabilitation Services Selected for National Public Service Award

Michigan Rehabilitation Services (MRS) has been selected by the National Rehabilitation Association (NRA) to receive its 2006 Public Service Award.

MRS, which assists Michigan residents with disabilities into jobs, was nominated by the Michigan Rehabilitation Council (MRC), with supporting letters from numerous organizations that advocate for people with disabilities.

"The various letters of support provided clear and obviously convincing evidence of how MRS has been successful in a variety of venues within the field of rehabilitation," said Marlene Malloy, MRC executive director. "Most importantly, the MRC recognizes MRS's focus on championing the impact of its services as a mechanism that enhances the quality of lives for the Michigan citizens it serves."

NRA presents its annual Public Service Award to organizations or individuals that have demonstrated leadership in improving rehabilitation services at the federal, state, or local levels, particularly those which have exercised creative and effective political leadership over a period of years on behalf of rehabilitation programs and individuals with disabilities.

"We are so pleased that Michigan Rehabilitation Services is being recognized for the outstanding agency that it is," said former DLEG Director Robert W. Swanson. "Each individual with a dis-

ability who is assisted into employment represents a success story."

MRS operates 36 offices throughout the state, staffed by master-degree-level rehabilitation counselors who work one-on-one with Michiganders with disabilities to assist them into employment. Services include vocational counseling, aptitude assessments, job training, accommodations, prostheses and other medical services, and job-seeking skills training.

Last year, MRS assisted 7,545 individuals with disabilities into jobs, with an average starting wage of \$11.14.

The number of people MRS has assisted into gainful employment has increased every year for the last five years.

Organizations writing letters of support for MRS's nomination were Michigan State University, Hannahville Indian Community, Michigan Works! Association, Statewide Independent Living Council, MARO Employment and Training Association, Region V-Rehabilitation Continuing Education Program, and the Michigan Rehabilitation Association.

This award shows that Michigan is a leader in making sure we lift up all citizens and put them on the path to being self-sufficient and contributors to the economy. —Governor Jennifer M. Granholm

Susan Corbin Joins DLEG Leadership Team



Susan Corbin

Welcome to Susan Corbin, who joined DLEG as Director Cooley's Chief of Staff on Monday, March 12. Susan comes to DLEG from the Governor's Office where she served as Director of Appointments. In that role, she assisted the Governor by appointing highly qualified people who share the Governor's value of One Michigan, to the Governor's Cabinet, the State's Boards, Commissions, and Judicial vacancies.

In her new role, her primary responsibility (among many) is to ensure that the Executive Office functions as a single cohesive unit by providing strategic and tactical advice to the deputies and the director. She will work closely with the DLEG leadership team to facilitate two-way communication and ensure we meet our goals and objectives on time and efficiently. Susan will be in charge of interfacing with the Governor's office and constituents. She will be overseeing our best interests by continually monitoring and reporting on the progress of our projects and action items.

Prior to joining the Governor's staff in 2002, Susan worked for the Michigan Departments of Commerce, Labor, and Transportation assisting with their cultural, educational, and trade relations with the People's Republic of China. She began her professional career by serving as community outreach coordinator in the Department of Education.

On a personal note, she's been actively involved in her community, having served on the Okemos Public Schools Board of Education and as chair of the Ingham County Democratic Party. She was also a delegate to the Democratic National Conventions in 1996, 2000, and 2004.

Susan graduated from James Madison College at Michigan State University with a degree in International Relations. She spent her 1984/85 academic year at Sichuan University in the People's Republic of China. Susan lives in Okemos with her two sons.

DLEG Communications Series 21st Century Workforce Strategy

Now available is the latest installment of the DLEG Communicator Series, 21st Century Workforce Strategy.

This eight minute video was created to keep in the forefront the importance of Michigan's workforce development strategy. The video highlights a recent media roundtable and the September Job Show, DLEG's cable television show, that focused on key components of the workforce strategy.

21st Century Workforce Strategy updates employees on the MI Opportunity Partnership, and stresses the importance of the plan for job-seekers as well as employers. Brenda Njiwaji, director of Workforce Programs addresses the collaborations and strategies to help create jobs, while former DLEG Director Bob Swanson discusses how the Michigan Opportunity Partnership, Labor Market Information and the Michigan Talent Bank all play vital roles in helping to develop a competitive 21st century workforce.

Bruce Weaver, of the Bureau of Labor Market Information and Strategic Initiatives, and Ardis Cazeno, Director of Labor Exchange Services, discuss the recent enhancements to the Labor Market Information (LMI) and Talent Bank websites.

The DLEG Communicator Series is produced by the Office of Media Technology. Copies have been sent to all managers and supervisors who subscribe to the series. If you have not yet seen 21st Century Workforce Strategy and would like a copy of this or other installments of the DLEG Communicator Series, please contact Veronica Armstead at (313) 456-2930 by e-mail at armsteadveronicat@michigan.gov.

Other available Communicator Series Videos:
Action Planning (16 minutes)
Living the Values (8 minutes)
Accessing Michigan (20 minutes)
Spirit of DLEG (2005) (12 minutes)
Workforce Development Program (21 minutes)

Michigan Liquor Control Commission Participates in Fall Trade Shows

Representatives from the Michigan Liquor Control Commission (MLCC) recently attended three different industry shows where alcohol licensees could ask questions and gather materials like age signs, guide books and responsible server training information. The MLCC Enforcement Team (photos feature Abby Anderson and Dexter Lee from the MLCC Grand Rapids office and Paul Costello and Anne Flynn-Sloat from the MLCC Farmington Office) was key to answering a wide variety of rule questions and licensing requirements as well as setting up and dismantling the MLCC display board.

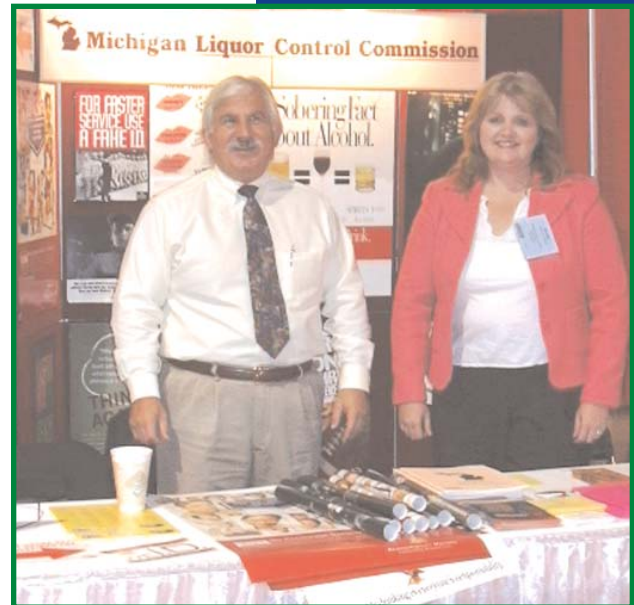
"It is important for the Liquor Commission to have a presence at these shows," Chairperson Nida Samona encouraged. "We are always in the process of building better relationships with licensees and stronger rapport with industry officials and business partners. These shows are a great opportunity for our staff to gather innovative ideas from members of the industry and to provide valuable licensing, enforcement and financial management advice to our customers. This year we especially promoted the ease of electronic fund transfer for licensee product payment and the convenience of on-line license renewal," Chairperson Samona added.

The photo below features MLCC Financial Management staff members Liliana Paceagiu (EFT Specialist), Susan Broughton (Authorized Distribution Agent Liaison) and Division Director Nancy King (L to R) at the first holiday beverage show sponsored

by the Associated Food and Petroleum Dealers held at Rock Financial Showplace in Novi, Michigan on September 13th-14th, 2006. Chairperson Samona and Director King offered a special thank you to Susan and Liliana who were kind enough to represent the commission at each of the three shows this year.

"Susan and Liliana helped gather materials before the show, helped direct those with questions to our booth and cheerfully took notes and requests from licensees back to the respective field offices for response. Together, Susan, Liliana and the awesome enforcement officers from our Farmington and Grand Rapids Offices made each show successful," Chairperson Samona stated with pride. "It is awesome to work with such talented, caring people," she added.

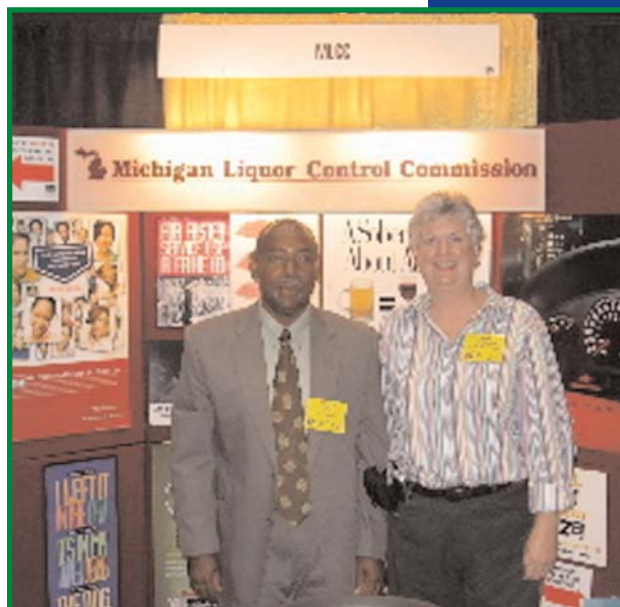
For additional show photos please visit our website at <http://www.michigan.gov/cis/0,1607,7-154-10570-142362--,00.html>



MLCC Enforcement Officers Paul Costello and Anne Flynn-Sloat at the Michigan Restaurant Association show in Novi, Michigan on October 17 and 18, 2006



MLCC Financial Management staff members Liliana Paceagiu, Susan Broughton, and Division Director Nancy King (L to R) at the first holiday beverage show in Novi on Sept. 13-14, 2006.



MLCC Enforcement Officers Abby Anderson and Dexter Lee at the Grand Rapids Associated Food and Petroleum Dealers show at DeVos Hall on September 19, 2006

Bureau of Commercial Services Demonstrates New Licensing Process



Andy Metcalf, Al Schefke, and Tom Byrne of the Bureau of Commercial Services recently met with Rita Canady, Jim Smiertka, and Allan Pohl of the Executive Office to review the new licensing examination testing process. Representing

Psychological Services, Inc. (PSI) was Doug Walner, President and CEO and Brett Greenwood, Director of Operations.

In January 2007 the State of Michigan entered into a new contract with PSI for the development and administration of licensing examinations for Real Estate, and Real Estate Appraisers, along with nine other license types.

Included in this contract is the issuance of the picture-pocket license card for a number of these occupations (story follows).

The meeting took place at PSI's Lansing test center. During this meeting PSI demonstrated the licensing examination testing process including the check-in procedure, the testing environment, the issuance of onsite examination results, and the issuance of immediate onsite picture-pocket license cards. By the end of the demonstration picture-pocket cards were issued in the names of Andy Metcalf, Al Schefke, and Tom Byrne. All three became unofficial Cosmetologists. The issuance of onsite picture-pocket license cards started in November 2006, with the Cosmetology and Barber occupations.

All DLEG staff in attendance were impressed with the examination process and the issuance of the picture-pocket license card.

Bureau of Commercial Services Issues its First Onsite License

On Wednesday, November 22, 2006, the very first Onsite License was issued to Nikita Petitt, a graduate of the Up North School of Cosmetology II. Nikita was the first candidate to make her way through the new licensing process. Congratulations Nikita!

nation site — making her employable the minute she left that day! Nikita had a job waiting to immediately step into once she received her license.

The new onsite license contains the individual's color photo, name, address, license number, and expiration date. It is designed to be similar to a driver's license, as it is pocket-sized and durable. Future versions of the license will include the licensee's signature.

Congratulations and thank you to the Bureau's IT staff, including Marcy Felice, and the Board of Cosmetology staff, including Sarah Rock, on this joint effort. Also, congratulations and thank you to Psychological Services, Inc. (PSI) for their diligence in working with the above groups, and the Testing and Education Services staff in making Onsite Licensure a possibility.



She utilized the State of Michigan, MyLicense website to apply for her license prior to taking her licensing examinations. Nikita was required to take and pass her Practical examination before being eligible to take her Theory examination. Nikita passed her Theory exam on November 22, and received her license before ever leaving the exami-

OFIS Plays Host to Visiting Examiners

The Office of Financial and Insurance Services (OFIS) recently hosted visiting credit union examiners as part of an examiner exchange program with the Central Bank of Haiti in conjunction with the Caribbean Regional Technical Assistance Center (CARTAC) and the International Monetary Fund. Patrick Leger and Nancy Dorsainvil of the Bank of the Republic of Haiti spent two weeks studying OFIS' supervisory system and determining what practices they may carry over to their own supervisory system. During their visit, they also took in a few sights including the Capitol building and the Federal Reserve Bank in Detroit.



OFIS Commissioner Linda Watters (left) and Deputy Commissioner for Credit Unions Roger Little (far right) stand with Patrick Leger and Nancy Dorsainvil of the Bank of the Republic of Haiti.

OFIS Office of General Counsel Clears Out Backlog Cases

Team Steps Up, Meets Commissioner's Challenge

Congratulations to the OFIS Office of General Counsel staff, who worked diligently from July through December to clear out 160 backlogged cases. Led by General Counsel John Schoonmaker and with the help of five Assistant Attorneys General and four temporary attorneys (calling themselves "The Desperate Temps"), the team managed to meet — and actually beat — Commissioner Linda Watters' challenge of wrapping up the cases by December 31.

"I challenged John to lead his staff in closing those cases by the end of the year, and I'm pleased to report that they met the goal with flying colors," Commissioner Watters said. "This is good news for Michigan consumers as well as our regulated entities."

Many of the most seriously backlogged cases involved mortgage fraud, according to Schoonmaker. "By clearing out these cases, we did our part in addressing Governor Granholm's and Commissioner Watters' goal of clamping down on mortgage fraud and predatory lending in Michigan," Schoonmaker said. "The hard work of our staff, temporary attorneys and Assistant Attorneys General made meeting this goal possible."

Last June, Commissioner Watters announced the creation of the Office of General Counsel within OFIS, which was intended to streamline the agency's internal legal resources and maximize the efficiency and effectiveness of its enforcement efforts. The division, with nine attorneys and additional support staff, works closely with mortgage company examiners and investigation units

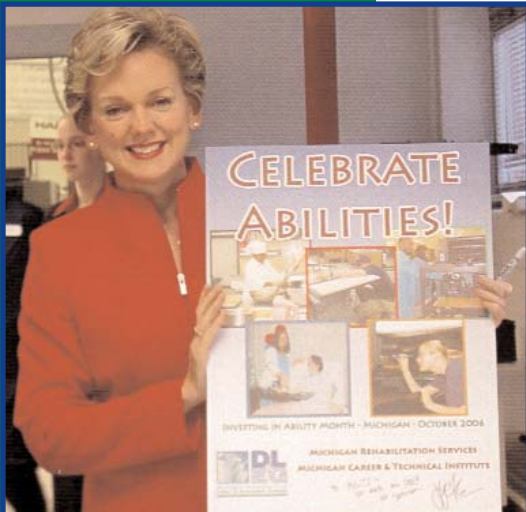
as well as the Attorney General's office, which represents the Commissioner in major administrative and court enforcement actions.

"One of the goals of the reorganization was to better utilize staff resources to address the issue of backlogged cases," Commissioner Watters said. "The team's success in achieving this goal certainly validates the need for the reorganization."



The OFIS General Counsel team members pose with their certificates of achievement. In front: Commissioner Linda A. Watters and Jim Westrin, staff attorney. In back from left to right: Sonya Bellafant, legal temp; Kathy Jones, legal temp; Karl Benghauser, staff attorney; Marlon Roberts, staff attorney; Tracy Post, legal temp; Maureen VanHoven, legal temp; John Schoonmaker, General Counsel; Linda Rogers, OFIS staff; Dorothy Cherry, staff attorney; Diane Bissell, staff attorney; and Liz Thompson, legal temp.

Governor Visits Michigan Career and Technical Institute As Part of “National Disability Employment Awareness Month”



Governor Granholm displays the “Investing in Ability Month” poster.

Governor Jennifer Granholm visited the Michigan Career and Technical Institute on October 27, 2006 as part of “National Disability Employment Awareness Month.” During National Disability Employment Awareness Month in October, we pay tribute to the accomplishments of people with disabilities whose work helps keep America’s economy strong.

The Michigan Career and Technical Institute (MCTI), as part of Michigan Rehabilitation Services (MRS), under the auspices of the Department of Labor and Economic Growth (DLEG), has been serving people with disabilities since 1944. With twelve vocational training

programs, and three pre-vocational programs, students receive the training and support services they need to get and keep a job.

During her visit, Governor Granholm visited several training programs and the Reading Clinic, and addressed the entire student body and staff. The Governor energized the students and applauded each of the training programs, emphasizing that those programs cannot be “outsourced.”

Accompanying the Governor on her MCTI tour were Rita Canady, a DLEG Deputy Director, Bettie Shaw-Henderson, MRS Deputy Director, MCTI Director Dennis Hart, Joe Swanson, MRS Division Director, MSEA President Roberto Mosqueda and MSEA Communications Coordinator, Denice Van Looy.

Saginaw RICC Takes Strides Against Breast Cancer

By Dee Anna Hellus

When it came to deciding if Amy Davis and Dee Anna Hellus at the Unemployment Insurance Agency’s Saginaw Remote Initial Claims Center (RICC) should try to raise money for breast cancer research and awareness or not, it was a no brainer. Just about everyone will be affected in one way or another by this horrible disease. Whether it is a mother, wife, daughter or friend, nearly everyone knows someone who has been diagnosed and has either survived or lost a courageous fight against the disease.

For Amy and Dee Anna, it was time to put a plan into action. The two encouraged friends, co-workers and family members to participate in the Making Strides Against Breast Cancer walk on October 14. It

was a bitterly cold morning, but Ronda Brandimore, Vicki Brandel, Donna Vogel, Paula Flood, Kay Neff and Carley Raleigh joined Amy and Dee Anna in the 3½ mile walk. Their efforts paid off as the women raised approximately \$700 for the cause.

In another fund raiser, staff at the Saginaw RICC held a crazy hat day, where staff could wear a hat to work for a \$2 donation. The day raised an additional \$77 to combat breast cancer.

A huge thanks to all who participated, whether by walking, wearing a crazy hat or donating money; rest assured you have helped further the chances that our grandchildren will only know of breast cancer through the stories they hear from their elders.



Shivering in the cold before the Making Strides Against Breast Cancer walk are (l-r) Ronda Brandimore, Kay Neff, Dee Anna Hellus and Paula Flood.



Wearing hats on Crazy Hat Day are (front, l-r): Dee Anna Hellus, Leshunda McZee, Gale Rennick; (back, l-r): Linda Friend, Sharetha Smith, Vico Botello and Danielle Bartlett.

We Get Letters ... and E-mails!

State Senator Michael Switalski sent a letter to **Connie Henshaw**, a Detroit Rehabilitation Instructor with the Michigan Commission for the Blind, thanking her for "the invaluable assistance you have given [to one of my constituents]... In the past year [he] became blind as a result of diabetes and has been frustrated and disheartened in coming to terms with his disability. . . I thank you for the tools you have given him. . . I praise your professionalism, practical abilities, great people skills and above all your compassion."

Michigan Commission for the Blind State Director Pat Cannon received a letter from an appreciative client of Lansing MCB Rehabilitation Instructor **Roberta McCall**. The client sent the letter to Senator Carl Levin, Senator Debbie Stabenow, Representative Mike Rogers, State Senator Gretchen Whitmer, and State Representative Dianne Byrum, which said, "I recently attended a mini adjustment workshop conducted by the Michigan Commission for the Blind. It was superb and represented HOPE!"

Michigan Commission for the Blind Grand Rapids counselor **Karyn Silky** received a letter from one of her clients, saying, "Thank you for everything you have done. The hearing equipment and aids as well as the vision aids—all have helped tremendously..."

Michigan Commission for the Blind Consumer Services Director Leamon Jones received a message on September 14 from an employee of the Detroit Public Schools. The person called with compliments about the MCB website (the work of MCB Communications and Outreach Coordinator **Susan Turney**). The caller especially appreciated the online MCB staff directory and how easy it is to find staff phone numbers.

Michigan Commission for the Blind Saginaw Rehabilitation Instructor **Rosalind Byers-Lang** received a donation to MCB in the amount of \$300 from an appreciative consumer, who indicated that this was a "personal thank-you for everything MCB has done."

An appreciative participant at a Michigan Commission for the Blind Mini Adjustment Seminar sent a letter to **Jim Baird, Bonnie Betz, and other MCB staff** who made the event possible, saying, "Among the many qualities and adjectives which come to mind as I think back over the week:

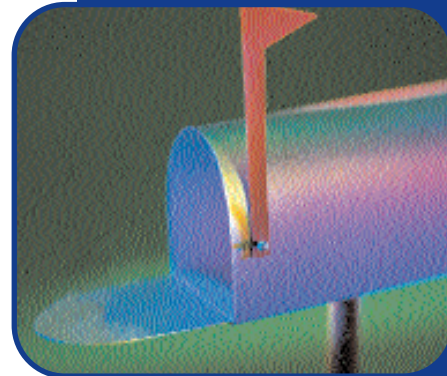
Friendliness; caring and sincerity; dedication; ebullient efficiency, quiet efficiency; cooperation and coordination; boundless energy; special considerations (beyond the call of duty); patience; humor; attention to individual needs; and meaningful sharing of own experiences. Impressive by any and all standards!"

A letter sent to Michigan Commission for the Blind State Director Pat Cannon by an appreciative client of MCB Kalamazoo Rehab Instructor **Shigeru (Shig) Toda** said, "From March 9, 2006, through July 17, 2006, Shigeru Toda worked with me to help me adjust to being legally blind. He helped me feel more confident and independent living in my home with my limited vision. Shigeru was very patient working with me and was very knowledgeable in tools and techniques that have enhanced my ability to utilize my low vision."

William Milzarski, a rates representative with the Commission on Disability Concerns, shared the following story: "Last spring I spoke with Fred, who is a person with a disability and so is his wife. Because of their mobility needs to access their home, they needed to have a wheelchair ramp placed on their home. When they talked to their township and county, they were told that because of zoning requirements, they were not allowed to put a ramp on their house (another property line setback issue). He called our office looking for help. I was able to inform him of Title II of the ADA and its requirements on local governments to make modifications to their programs and procedures to accommodate people with disabilities as best they can. I gave him the information and he used it to advocate for himself at the zoning board. He won."

"Yesterday he called and asked another question as per accessibility. After answering his question he informed me that because of the problems he faced last year trying to make his home useable to his family, he decided to take action. He ran for an elected township position and won. He said he can now better make sure that people with disabilities can access places from the inside of government."

"I'm glad he called. These little "victories" make all the headaches worthwhile."



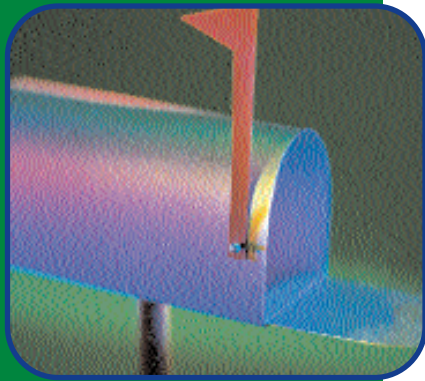
MDA Lock-Up

Carolyn "Sparky" Hutting of the executive office recently participated in the Muscular Dystrophy Association Lock Up. A warrant was issued for her arrest for "having a big heart." She was picked up and delivered to the Cadillac Club, met by a judge and locked up for an hour to raise bail. Due to the generosity of friends and family, she raised over \$400 for MDA!



Carolyn "Sparky" Hutting

[More] Letters ... and E-mails!



The following letter of thanks was sent from Stephen Gobbo to the BCS Enforcement and Audit and Administrative Services staff:

I just wanted say thank you for the support provided by each person involved in the cemetery "service" project, whether you were ready and willing to help or did help after the initial delay.

You must realize this project was very immense in scope, covering the entire State of Michigan and involving many out-of-state entities, and the interests of many persons. The overall project involved personnel from all four Bureau Divisions at one time or another. Though execution was delayed, the final work product was very professionally performed. This all took place in a situation where information could not be disclosed until the last possible minute.

Treats customer like a person, not a claim

The Workers' Compensation Agency earned the thanks of an injured worker for its decision to hire Kathryn Witchell. Over the years, the worker had had occasional contact with the state but was not satisfied with the help he received until, he reached Kathryn. In a letter to the WCA, the worker explained:

"On September 14, after waiting four days from my lawyer to contact me, I was at a loss as to what I could do to rectify some problems. I called Miss Witchell and, right at the beginning she treated me like a person not just another claim. She asked me to explain my problems. She tried to get my insurance adjuster on the phone for a three-way conversation. When that didn't work, she said she would call me back in a couple of hours with some answers. She really went to work and in just two hours she got things resolved. My pay for the past four weeks was overnight expressed to me. She also got my 701 form for Social Security that my lawyer and I have tried to get for the last two months. If I had only known I have people like that working for me in Lansing, I would not have had to get a lawyer. Kathy Witchell is a real asset to your office."

Letters from Wage & Hour Division:

Investigator sets the standard: A worker, who was experiencing some problems in collecting wages from a former employer, believes that Pat Bialek, an investigator with the Wage & Hour Division, deserves a gold star for serving the public. The worker wrote:

"Earlier this year, I filed a complaint against my former employer for commissions and other monies due after termination. It is my good fortune to have been assigned Pat Bialek. She has been a blessing to me on all

aspects of this claim, in my efforts to recover monies rightfully due me for services performed. She has displayed a true professional manner, handling four complaints and following the right procedures to assist me. She had a current grasp on what was happening at the time and was able to keep me up to date on her investigation. In closing, Pat, in my book, sets the standard on how a state employee should perform her job! She is a gold star member of your department."

Finn constructs a presentation for architects

Wage & Hour Administrator Jack Finn made a well-received presentation at a recent conference of the Michigan Architectural Foundation. The organizing committee's chair wrote:

"I wanted to thank you for being a speaker at our recent Educational Facilities Conference. Several audience members have let me know how much they enjoyed your presentation. The Conference this year was very successful and that success is due in large part to the commitment of time and effort that you have dedicated on our behalf."

Karen Flagg, from the BCS Licensing Division, assisted a customer who recently applied for a Hearing Aid Salesperson license. The customer spoke with Karen on several occasions regarding his eligibility for licensure. After reviewing the applicant's credentials, Karen informed the customer that he was eligible to be licensed as an Audiologist through the Department of Community Health (DCH). DCH accepted the application and issued the Audiologist license on July 26. The customer was so elated that he sent Karen a letter stating, "Thank you, thank you, thank you!!! You have been a wonderful help to me through this whole thing and I can't thank you enough for taking the time to help me. If there is ever a way I can repay your kindness please do not hesitate to ask."

Paige Colley from BCS Testing and Education Services received a note of appreciation from a satisfied customer who wrote, "Hi Paige, I received my letter yesterday. I hope you are sitting down. I PASSED! (But I guess you knew that!) I appreciate your kindness and sense of humor you made the journey a lot easier. Once again, thank you for putting up with me, and thank you for being supportive."

Rita Burnett, from the BCS Licensing Division, received FIVE separate letters of praise from customers she assisted recently:

1. Thank you for being so helpful! I greatly appreciate you have gone above and beyond, and that you have anticipated my needs so

[More] Letters ... and E-mails!

well. It has been a pleasure to work with you! I have never had before such an outstanding experience when dealing with these matters, or customer service in general. Thanks again and have a GREAT day!

2. Thanks so much, Rita... You are really good at your job and have made a complicated time of transition easier. Thanks again.
3. Thank you so much. That is exactly what I needed!!! I appreciate your help and prompt response!! Hope you are feeling good!!! Thanks again.
4. Thank you so much for prompt service and personal attention!! They truly don't know how good they have it over there! Thanks again!!!
5. Thank you for your prompt and thorough response. You made it easy to understand, and I was able to follow the requirements as they specifically apply to Chuck's account. Thank you very much.

MIOSHA's Senior Safety Officer Donald Trefry reports this message from two employers where he was completing an assignment: Jeff Lefebvre, Human Resource Director for Michigan Cat and Tamara Martin, Operations Manager for Varsity Towing, both expressed how grateful they were with the compassion and professionalism shown to them by Senior Safety Officer **James Kivell** during a recent accident investigation. Great job, James, in demonstrating that the enforcement side of MIOSHA can be a positive experience under tragic circumstances.

In a telephone call following up on a settlement agreement, Jim Gordon received some very nice comments about **Gene Wasserman** from the company's attorney. The attorney spoke highly of Gene's attention to detail and dedication to follow-through. He was quite appreciative of Gene's willingness to listen to, and be considerate of, their thoughts on the citations while still be supportive of the department's position and people at the same time. His overall impression was that the process was handled in a professional manner and he enjoyed working with Gene. Thanks Gene, for putting forth the kind of effort that generates this kind of response!

Dave Humenick, CET IH, received a thank you note from Chemical Coaters Association, West Michigan Chapter, for a recent dinner presentation. They stated, "Support such as you have shown is what helps make our organization successful. Thank you once again."

Gerry Dike, GISHD IH and **Sherry Scott**, CET Supervisor, conducted a presentation last October for one of MIOSHA's alliance partners, the Michigan Society of Infection Control. The comments received from their presentation show tremendous appreciation for the work MIOSHA provides through the Alliance. "Your flexibility and knowledge on all bloodborne standard issues was welcomed. Having Gerry and Sherry on the program and his positive comments on TB as well really helped make members feel the partnership of our Alliance is real. Thanks again."

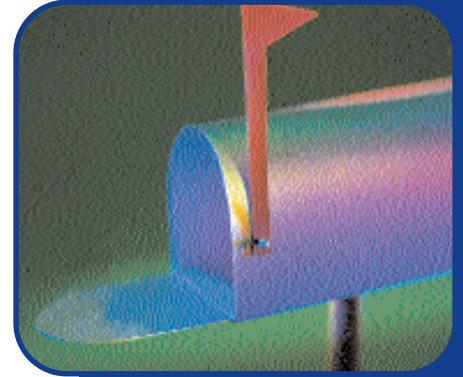
Jon Walker, GISHD IH in the Asbestos Program, received the following message from the Besser Company regarding Take a Stand Day. It read, "Jon was very helpful. We are thankful that the MIOSHA CETD helps companies improve their safety and training programs."

Fitzgerald Finishing sent in this note about Jeff Kelly, CET Safety Consultant. "Looking forward to future days like this. Take a Stand Day is a fantastic way to have another person not only show you areas of possible violations, but also provide answers and advice for resolving issues. I would highly advise other companies to participate in this event! Jeff Kelly assisted in solving issues that we considered un-solveable."

This comment card was sent in by Toefco Engineered Coating Systems: "Take a Stand Day is an excellent program! Jerry Swift, CET Safety Consultant, identified six areas of safety concerns that we have already started to make corrective actions. Super program to offer employers."

The Michigan Commission on Disability Concerns received a letter from a student who participated in the Michigan Youth Leadership Forum last June. Following are excerpts from the letter, titled "The Trip of a Life Time."

The forum brought together 30 people from all around Michigan who were the same: all had a disability and the drive to make our disabilities our strengths. This forum changed our lives; it empowered us to make a change in ourselves and the world... At first I didn't want to go — dragging my feet all the way. But after four days of learning a lot and having plenty of fun, I didn't want to leave. To anyone with a disability, I would strongly urge you to go. You won't regret it, I promise!!



People on the Move



Lisa Kamkondo, formerly a Michigan Commission for the Blind contractual employee in the Lansing Regional Office, has been hired as the Lansing regional counselor for the caseload covering Hillsdale, Jackson, Washtenaw and Lenawee counties (formerly covered by Kim Kennedy). Congratulations, Lisa!

Janis Benstead has left her job as a Michigan Commission for the Blind counselor at the Lansing Regional office to accept a federal position with the Veterans Administration in Grand Rapids at the Community-Based Outpatient Center (CBOC), working with reservists returning from active military duty to help them with their VA benefits, primarily vocational assistance. She and her husband (Ben) are both from the Grand Rapids area, and they are both very excited about "going home," although Janis is sad to be leaving a job she says she really loves.

Nichole Wright has transferred from Michigan Rehabilitation Services to begin work as a counselor at the Lansing Regional office of the Michigan Commission for the Blind, filling the position formerly held by Janis Benstead.

Patricia Angerman has been hired as a rehabilitation teacher with the Grand Rapids office of the Michigan Commission for the Blind as a part-time teacher. Pat did her rehabilitation teaching internship with Grand Rapids MCB counselor Michelle Visser this past summer and is currently completing her rehabilitation counseling internship.

Rose Dunlap Gist has left her position with the Michigan Commission for the Blind due to medical reasons. Rose worked as a contract employee

through the Saginaw Valley Rehabilitation Center for approximately 10 years of dedicated service.

Lynne Hall, who began working as an occupational therapist with the Michigan Commission for the Blind in Kalamazoo in 1970, will retire in December.

OFIS welcomed three new employees in the Consumer Finance division: **Karen Tingley** — department manager, **Jason Wilson** — student assistant, and **Mindy Hamilton** — student assistant.

Welcome to **Kathleen Fagan**, who has joined the Office of Media and Public Relations Office in DLEG. Kathy comes to us from the Office of Financial and Insurance Services (OFIS), where she served as public information officer. Previously, she worked as a senior communications coordinator at Donovan and Smith Marketing & Media, Inc., a Lansing-based public relations firm. Prior to that, she served for seven years as the public relations manager for the Michigan State Housing Development Authority (MSHDA). Kathy is a graduate of Michigan State University.

Sharon Martin has been promoted to Deputy Director for the MLCC Licensing Division effective March 12, 2007. Sharon has been with the Michigan Liquor Control Commission since 1982 and worked in various capacities in the Enforcement Division, the Licensing Division, and most recently as an Aide to the Commission within the Executive Services Division. Her knowledge of the Commission's overall functions will be a definite asset to the operations of the Licensing Division.



Former DLEG/CIS employee Ruth Harris (left) receives a certificate of achievement from Community Health Director Janet Olszewski after completing 40 years of state service.

Former CIS/DLEG employee completes 40 years of state service

Ruth Harris, a former DLEG/CIS employee was recently honored for completing 40 years of service with the state of Michigan. Ruth is currently a secretary in the Department of Community Health. She originally joined the state in 1961 as a typist clerk with the Michigan Barber Board. She then took a permanent position with the Department of Licensing & Regulation in 1966. After a maternity leave, she rejoined the state with the Dept. of Social Services, but later came back to the Dept. of Licensing & Regulation, Health Regulatory Division. Through various reorganizations, Licensing & Regulation became part of the Dept. of Commerce, then part of the Dept. of Consumer & Industry Services (CIS) and then DLEG. After spending 20 years in CIS/DLEG, Ruth was then moved, along with the Health Regulatory Division, to the Dept. of Community Health. Ruth's next move is retirement, as she plans on retiring in February.

Five UIA Employees Retire

Six Unemployment Insurance Agency employees with a combined 161 years of experience recently retired from the agency.

Rita Spain began her career 31 years ago as a typist with the Michigan Employment Security Commission (MESC) at its office in Pontiac, where she spent 25 years. From Pontiac she went to the Sterling Heights office before joining the Detroit Remote Initial Claims Center (RICC). RICC. By the time she had retired, Rita was an unemployment claims examiner at a RICC, and instead of talking in person to unemployed workers in a local office, she was talking with them by phone.

Larry Motley began his UIA career 15 years ago as a permanent intermittent employee, and after he had ended a 30-year career with General Motors, from where he retired as a production supervisor. Over the years, Larry worked at several MESC offices, including Adrian, Dearborn, Canton, and Detroit Eastside and Westside, before settling at the Detroit RICC as a UI examiner.

Paul Denean retired from the Unemployment Insurance Agency in December following 32 years of state service. Paul was manager of the Multi-Claimant and Employer Customer Relations Units. Most of Paul's career in state government was with the unemployment insurance program. He joined the Michigan Employment Security Commission (MESC) in 1975, as an employment and claims interviewer at the Port Huron office. He later worked as a UC examiner, payment supervisor, adjudications supervisor, an acting manager at the Detroit RICC and then as a supervisor for the Multi-Claimant Unit. Over the years, he has worked at locations in Lapeer, Sandusky, Mt Clemens and Sterling Heights and Cadillac Place. In retirement, Paul has many plans ranging from wood carving to playing music to reactivating his involvement as a leader with the Boy Scouts and to help lead the organization into the 21st Century.

During her 32-plus years of service with UIA, **Gwen Huskey** probably worked on just about every major project that the agency has had. Over her career with the agency, she held a variety of positions including lead worker, claims examiner, claims supervisor, analyst, departmental manager and branch officer manager. Gwen worked at local offices throughout the metropolitan area before being named as the agency's first RICC director, as head of the Detroit center. In fact, Gwen was still the RICC director when she retired but was detailed

to the Systems Integration project. Gwen saw the agency move from unemployment lines to computer lines. "It's great to see how far the agency has come during my years here," she said. "I was part of the old and part of the new."

Narvia Twyman, who was the director of External Benefit Services for the Unemployment Insurance Agency, retired at the end of December with nearly 31 years of state government service. In addition to her work at UIA, she is a licensed professional counselor with a master's degree in counseling and coursework toward a doctorate at Wayne State University. Narvia rose through the ranks at UIA and its predecessor agencies. She joined the Michigan Employment Security Commission (MESC) in early 1976 as secretary to the manager at the Northwest Detroit office, and held several clerical positions before becoming a department technician in the Commission's Research & Statistics Division. She later worked as an analyst and then manager of the Advocacy Program. She then became director of Customer Relations and in 2002 attained her current post as director of External Benefit Services. In retirement, Narvia is looking at several options, including teaching at a community college, working with ex-felons or helping adults to learn to read, but, of course, a lot of time has to be set aside for the game she loves — golf.

Barbara Studevent retired on Halloween Day from the UIA's Combined Wage Claim (CWC) Unit as a UI Examiner. She had more than 20 years of state service, most with the unemployment insurance program. Over the years has had an opportunity to work at a wide range of state agencies, including the Department of Social Services, Civil Rights, Council for the Arts, Corrections and the Accident Claims Fund. Barbara originally joined the Michigan Employment Security Commission (MESC) in 1974 as a clerk typist at Branch Office #02 in Detroit. She later worked at Detroit 04, 03, Sterling Heights and State Office, where she worked in Data Processing before joining the CWC Unit in 1989. In retirement the first thing Barbara plans to do is visit Las Vegas, and eventually do some other traveling. She also has some other irons in the fire and is looking forward to taking some classes in the culinary arts and cake decorating. She is also thinking of establishing a home-based business, possibly baking cakes and catering.



At the time of retirements, Rita and Larry were members of the Infiniti Team at the Detroit RICC.



Paul Denean



Narvia Twyman



Gwen Huskey

Tina Scarrow joins UIA to head Tax Enforcement



Tina Scarrow

One could say that **Tina Scarrow** has hit the deck running, both literally and figuratively. Not only is she a runner, participating in local running events, but she is busy working to set up the re-established Tax Enforcement Unit.

Tina joined the agency on October 22 to manage the Tax Enforcement Unit, which is being recreated within the Trust Fund, Tax and Field Audit Division. The new unit will investigate cases of potential employer fraud and enforce compliance with the state's UI law, rules, policies and procedures. It will also collect outstanding taxes and monies from SUTA dumping cases, collect on accounts audited by UIA, issue search warrants and subpoenas against delinquent employer accounts and represent the agency at administrative hearings.

The unit will have a staff of eight regulation agents, who will be based in Detroit but will

handle investigations and interviews with employers throughout the state. An employee with the State of Michigan for 12 years, Tina has a background in investigative work. She joins UIA from the Gaming Control Board, within the Department of Treasury, where she has worked since 1998. She was based at Detroit casinos, where she conducted employee background investigations and also ensured that suppliers to the casinos and casino employees were in compliance with state gaming laws and rules. Prior to joining the Board, she had worked briefly with the Department of Corrections before becoming a regulation agent working on welfare fraud cases with the Department of Social Services.

A Wayne State University graduate, Tina earned a bachelor's degree in criminal justice with a minor in sociology.

[More] People on the Move

Welcome to **John Fiore**, who was named Site Manager of the Battle Creek office of Michigan Rehabilitation Services (MRS). Previously, John worked for seven years as a rehabilitation counselor in the Kalamazoo office. He also worked as a rehabilitation counselor in the Detroit Southwest office. He has a master's degree in Rehabilitation Counseling from the University of Illinois, as well as an undergraduate degree from the University of Iowa.

The Kalamazoo office of MRS has welcomed **Jill Ferris** as Site Manager. Jill comes from the Lansing office, where she spent six and a half years as a Rehabilitation Counselor. She also serves as a counselor representative on the Reorganization Advisory Council.

Kurt Cox has been named the second Grand Rapids District Office Supervisor in the Enforcement Division of the Liquor Control Commission. Previ-

ously, Kurt served as an investigator in the Enforcement Division. The creation of the second Grand Rapids office supervisor position resulted in the transfer of Jack Ogden and Bill Klingbeil from the Escanaba District Office back to Grand Rapids.

The Workers' Compensation Agency has recently had a couple of promotions. **Angie Lewis** was promoted to Claims Examiner from Office Supervisor; she's been with Workers' Comp for 25 years. Al Moore was also promoted from Lead Worker to Office Supervisor. Al has also been with Workers' Comp for over 25 years.

The Michigan Career and Technical Institute recently hired two new employees. **Kay Kehew** joined the staff as a registered nurse in the Certified Nurses Aid program, and **Tracy Kiel** came on board as a trades instructor in the Cabinetmaking Department.



WC Board of Magistrates Chair Murray Gorchow prepares to deliver his remarks at the State Bar's Workers' Compensation Section meeting.

Workers' Comp Directors Participate in Annual State Bar Meeting

The three directors of Michigan's workers' compensation-related programs were featured speakers at the State Bar of Michigan's Workers' Compensation Section meeting on December 1 at Cadillac Place in Detroit. Jack Nolish, director, Workers' Compensation Agency; Murray Gorchow, chair, WC Board of Magistrates; and Martha Glaser, chair, WC Appellate Commission, spoke at the section's annual winter conference.



WC Appellate Commission Chair Martha Glaser poses with Murray Feldman, a WC defense attorney and secretary of the State Bar Workers' Compensation Section.

Professional Activities

Governor Jennifer Granholm has recently appointed two Magistrates to fill vacancies on the Workers Compensation Board of Magistrates. **Melody A. Paige**, of Fenton, is an experienced former Magistrate. She has been assigned to hear cases in the Detroit and Pontiac Hearing Offices. **Lee A. Decker**, of Brighton, brings a career of experience in the practice of workers compensation law to the Board of Magistrates. He has been assigned to hear cases at the Detroit Hearing Office.

Governor Jennifer M. Granholm has made the following designation and appointments to the Council for Labor and Economic Growth:

Marjorie A. Sorge of Livonia, vice-president of corporate communications for Metaldyne is designated as chairperson of the council for a term expiring at the pleasure of the governor. Ms. Sorge was appointed to the council in September 2006.

Paul W. Arsenault of Ishpeming, president of Concepts Consulting. Mr. Arsenault is appointed to represent the business community for a term expiring April 30, 2008. He succeeds Sherri L. Peterson who has resigned.

Stephen W. Balbierz of Marquette, external affairs director of AT&T Michigan. Mr. Balbierz is appointed to represent the business community for a term expiring April 30, 2010. He succeeds Michele L. Barney whose term has expired.

Jennifer E. Cornell of Tecumseh, vice president and director of client relations for Eiler Communications. Ms. Cornell is appointed to represent the business community for a term expiring April 30, 2010. She succeeds Michael R. Haller whose term has expired.

Fern R. Espino of Dearborn, president and CEO of Espino Enterprises. Ms. Espino is appointed to represent the business community for a term expiring April 30, 2009. She succeeds Richard J. Dandurand who has resigned.

John A. James of Farmington Hills, chairman of James Group International, Inc. Mr. James is appointed to represent the business community for a term expiring April 30, 2010. He succeeds Sharon S. Wenzl who has resigned.

Congratulations to **Duncan Wyeth**, Commission on Disability Concerns, who was the recipient of a Council Certificate of Appreciation from the University of Michigan Council for Disability Concerns. He received the award at the Neubacher Award Ceremony last October. Duncan also served as they keynote speaker at the Delta College Disability Awareness Day last fall. And he was a presenter at United Cerebral Palsy's

second annual Life Without Limits Gala held in Washington, D.C.

John Tisdale, Senior Building Inspector for the Bureau of Construction codes Building Division, was recently elected as the 4th Director of the Code Officials Conference of Michigan (COCM). John brings with him a wealth of knowledge of the building and construction trades. The COCM was the first chapter established through the International Code Council in 1997. They represent Code Professionals throughout Michigan with a membership that exceeds 600; and these individuals are dedicated to assuring a safe built environment for their communities. The COCM seeks to enhance the continued professionalism of members throughout Michigan and appreciate John's leadership and participation in their organization.

MRS and Detroit's Work Place sponsored two days of informative workshops celebrating National Disability Employment Awareness Month. Numerous resources were provided from the community including presenters from Michigan Dyslexia Institute, Proliteracy Detroit, Diverse Ability, Social Security Administration, Great Lakes ADA and Accessible IT Center and the Internal Revenue Service. Informational packets and resources were provided to attendees including recruiter contacts and tips on how to apply for a federal job for persons with disabilities. The event was held on Friday, October 13, 2006. Rose Marie Harrell, Rehabilitation Counselor/Business Service Representative for MRS served as a facilitator/coordinator.

Congratulations to **Tammi Tuttle**, tech representative at the Battle Creek office of Michigan Rehabilitation Services (MRS), who is the **2006 Mildred Reed Award Recipient** for exemplary dedication,

teamwork and commitment in serving the rehabilitation community. The award is presented each year by the Michigan Association of Rehabilitation Support Staff (MARSS). Tammi's nomination read "Tammi is the first 'go to' person when staff has any questions, but most notably issues related to case work and policy. She is the glue that holds the office together and customer service with a big smile is what you think of when you think of Tammi."



Tammi Tuttle (right), tech representative at the Battle Creek office of Michigan Rehabilitation Services (MRS), holds her **2006 Mildred Reed Award**, along with Julie Grinwis.

Christine Derdarian Appointed MERC Chair

On October 6, 2006, Governor Jennifer M. Granholm announced the appointment of **Christine A. Derdarian** to the Chair of the Michigan Employment Relations Commission.

Prior to her retirement from state service in 2002, Christine supervised the labor section of the Michigan Attorney General's office. In this capacity, she managed a cadre of attorneys working in the area of labor law enforcement, including issues related to MERC, labor relations, wage claims, and disability concerns.

Besides her familiarity with labor matters, Christine has extensive experience in matters related to administrative law and governmental issues. Her background includes service as the Chief Legal Counsel to the transition team for Governor-Elect Granholm and as Special Legal Counsel to the Governor on the reorganization of DLEG. Presently, Christine is in private practice specializing in government relations, professional licensing, negotiations, and corporate matters.

New Equipment Sounds Good for State Boundary Commission



Steve Edwards of Marshall Music demos the new equipment for Nikki Sunstrum.

The addition of new technology is helping to rocket the State Boundary commission into the future. A newly purchased digital recording unit, an audio system with wireless microphones and an amplification system is replacing the long used tape recorder and cassettes. The new system will accompany the commission to meetings and public hearings all over the state, eliminating the need for a court reporter, cutting reproduction costs and vastly improving the quality of the recordings. This equipment is a huge step forward and offers multiple methods of use by the

commission and other offices within the department. The new system is ideal for meetings, hearings, group discussions and press conferences. The digital recorder makes transcription and data archiving easier and the amplification system enables users to successfully convey messages to a large audience.

The system consists of four wireless microphones, a digital recorder that stores up to 18 hours of recordings, a 4-channel rolling microphone unit complete with advance feedback suppressor and a 2-speaker amplification system that includes speaker stands and two 25-ft. wired handheld microphones. The amplification system can be used in conjunction with or independently of the wireless microphone system units and is compatible with the digital recorder alone as well. This versatility is key in allowing the ability to mix and match the capabilities of the different components to fit any organizational needs.

All of the equipment will be available to offices within DLEG and can be signed out from Nikki Sunstrum when not in use by the State Boundary Commission. You can contact Nikki at (517) 335-3439; sunstrumnicoles@michigan.gov.



(Left:) The 4-channel microphone audio unit comes complete with rolling travel case, digital recorder and microphones.

Shorts

April is Michigan Blindness Prevention and Services Month

Governor Granholm has proclaimed April 2007 as Michigan Blindness Prevention and Services Month. The idea for the proclamation was initiated by a partnership consisting of the Michigan Society of Eye Physicians and Surgeons, the Detroit Institute of Ophthalmology, the Michigan Commission for the Blind, and Leader Dogs for the Blind. The purpose is to raise awareness about blindness, the importance of routine eye examination, and the availability of services and training for people who are blind or visually impaired.



DNR Meeting Policy

The Michigan Department of Natural Resources is now asking people attending meetings to “refrain from using heavily-scented personal care products in order to enhance accessibility for everyone.” According to Kelly Grumelot of the DNR, “Our department has been implementing our new language for meeting notices and the public has taken notice. We used DLEG’s policy as a model.”

A December 4 article on this topic in the Bay City Times can be viewed at

<http://www.mlive.com/search/index.ssf?/base/news-8/1165248962270560.xml?bctimes?NEB&coll=4>.

Andy Neuman Awarded Fire Inspector of the Year

Andy Neumann, Acting Director of the Bureau of Fire Services, was awarded Inspector of the Year by the Michigan Fire Safety Society. Andy has served as acting director since June 2006, when the Governor created the Bureau of Fire Services. He was appointed state fire marshal within the Bureau of Construction Codes and Fire Safety in 2004. His back-ground includes serving as legislative liaison for the Department of Treasury, as a state legislator representing the 106th District, and as a professional firefighter for the city of Alpena and president of the International Association of Firefighters, Local 623, for 10 years.

UIA Teamwork Award

By a popular vote of his co-workers, James Sterk of the Tax and Employer compliance of the UIA won the Area #89 Teamwork Award. Jim was honored at a Field Audit staff meeting held in St. Ignace for his presentation about the importance of investigating and documenting successorship.

Public Service Commission Contributes to Old Newsboys

The staff of Michigan Public Service Commission (MPSC), the administrative law judges, attorney general staff and a few “friends of the MPSC” contributed \$1,215 to the Old Newsboys campaign this year — up from last year’s donation of \$1,049. Contributions came from the Old Newsboys drive held at the MPSC in

Special Deliveries



From left to right: Angela Simpson, MLCC Communication Representative, Susan Broughton, MLCC Finance Help Line Technician, Nancy King, MLCC Director of Finance, and Nida Samona, MLCC Chairperson.

Susan Broughton Deserves Recognition for Integrity, Teamwork, Inclusion and Excellence

Susan Broughton, an Authorized Distribution Agent Liaison with the Michigan Liquor Control Commission (MLCC) was surprised with a Special Delivery on November 20, 2006. She was nominated by co-worker Angela Simpson, who wrote, "Susan has offered some great ideas to the MLCC Ambassador Team. She is an important member of the MLCC Fun Committee, works well with licensees and authorized distribution agents and most recently offered great time and effort to securing materials and working the booth answering questions at the beverage industry trade shows across the state. Susan embodies the concepts of integrity, teamwork, inclusion and excellence and deserves great recognition for doing so!"



Celebrating with Sue are: back row, left to right: Joann Hubbard, Jason Wilson, Todd McMyler, Jason Jefferson, Mark Weigold, Sue McGhee, Karen Tingley, Jennifer Childs and Geno Bozzo. Front row, kneeling, left to right, Chris Wisler, Pam Baker and Deb Smith.

Sue McGhee Helps Mortgage Company Avoid Double Paying

Sue McGhee, analyst in the Deferred Presentment and Money Transmitter unit in the Consumer Finance Division in OFIS, enjoys her Special Delivery with her co-workers. Director Swanson received a message from Jim Shewmaker from Tower Mortgage Corporation from Columbus, Ohio, who said, "On behalf of our company, Tower Mortgage Corporation, I would like to thank and express our appreciation for the efforts of Ms. Sue McGhee, in OFIS licensing. She was quick to advise us we had double-paid an invoice, and was very helpful in providing information necessary for us to reconcile our error. Please give her a big, "Thank You, Sue!"

Brenda Gardner Put Forth Tremendous Effort in Organizing Conference

Congratulations to Brenda Gardner, Departmental Analyst, Securities Division, OFIS, who received a Special Delivery on February 6, 2007. Brenda was nominated by her manager Linda Cena who wrote: "Brenda put forth a tremendous amount of time and extra effort organizing the OFIS's securities conference entitled 'Compliance 2006—Putting the Investor First.' The conference was held in September at Lansing Community College's West Campus. It was conducted by local and national experts in the areas of securities, investments, and compliance. Its purpose was to provide state registered broker-dealers, state registered investment advisers, attorneys, and compliance firms with up-to-date information on important issues facing Michigan's elderly population, including financial crimes and ways to assist elderly victims. Brenda made sure the conference was a terrific program with first rate materials. Thanks to her everything ran smoothly, and we even came in \$1,500.00 under budget. Good job Brenda!"



Brenda Gardner, left, accepts her Special Delivery from Linda Cena, Securities Manager, Securities Division, OFIS.

Health Plan President Says OFIS Analysts Are Professional, Patient and Knowledgeable

Cheryl Kelley, Carol Jorgensen, and Sylvia Boulas, analysts in the Managed Care Market Regulation Division/HMO Market Regulation of OFIS were recently surprised with Special Deliveries (Sylvia was on sick leave and received her Special Delivery separately). Their supervisor, Deputy Commissioner Judy Weaver, wrote that she had received a letter from Michigan health maintenance organization McLaren Health Plan that "was very complimentary regarding the excellent customer services provided by staff in getting filings approved to allow this health maintenance organization to sell commercial business within the State of Michigan."

In her letter, McLaren Health Plan President and CEO Kathy Kendall wrote: "I want to take the time to recognize the outstanding performances of Cheryl Kelley, Sylvia Boulas and Carol Jorgensen. Often when individuals surpass a customer's expectations, their efforts are not formally recognized. That is why I want to let you know how incredible these three individuals are and what an exemplary representation they are of your office."

"As you know, McLaren Health Plan has had the privilege of working over the past few months with Cheryl, Sylvia and Carol on our new commercial filing. While we have experience from former positions with commercial HMO business, it has been many years since we have worked directly

with the Office of Financial and Insurance Services for commercial filings.

"Our experience with these staff was remarkable. At all times they were professional, exhibited great patience with my staff as we moved slowly along our learning curve, provided critical guidance and advise, and made the entire process as painless as possible, all while meeting the OFIS regulatory guidelines.

"Again, you are very fortunate to have these knowledgeable, professional individuals represent your office and I look forward to continue working with them in the future." Sincerely, Kathy Kendall, President and CEO.



Sylvia Boulas receives her Special Delivery.



Cheryl Kelley (second from left) and Carol Jorgensen (third from left) are congratulated by John Gardner (left), Manager, Managed Care Market Regulation Division, and Deputy Commissioner Judy Weaver.



The past year's Special Delivery recipients recently had the opportunity to enjoy a pizza and salad luncheon with former Director Swanson. In attendance were: Kristen Shuler, Vicki Clark, Robert Lush, Debbie Wilson, Barbara Scott, Michelle Walker, William Milzarski, Al Pohl, Dave Thomas, Jose Cruz, Elsie Duell, Kurt Wanamaker, Doug Voshell, Ken Murdoch, Hans Larsen, William Brandon, Susan Broughton, Tammie Rousseau, Noreen Lind and Director Swanson.

"Special Delivery from the Director"

I would like to nominate the following staff member to receive a "Great Job" acknowledgement from the Director:

Name of Nominee:	Submitted By:
Office/Bureau of Nominee	Job Title of Nominee
Telephone # of Nominator	Office Location of Nominee

The reason I am nominating this person:

Office/Bureau Director:	Date:
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Bureau Directors: Forward to Linda Cook—DLEG Media Office, 4th Floor, Ottawa Building, Lansing
E-mail: CookL1@Michigan.gov --OR-- FAX: 517-241-1580; Phone: 517-241-0199